

TEL +81-59-237-4730, FAX +81-59-237-4697

\*If you purchased our gearbox through a third party (machine manufacturer or distributer), please contact the third party directly about investigation.

## Gearbox Investigation Request Form

Thank you very much for using our gearboxes. We offer an investigation service to resolve our customer's problem. If you would like to request the service, please fill out the application below and a Trouble & Failure Report and contact us. We will make a quotation according to your request.

\*We take great care t to ensure quality of our products, but if the failure is found to be our defect, we will resolve the problem free of charge.

		-		-					
Company Name									
Dept. Name / Name									
	Zip code								
	TEL	FAX		E-mail					
E-mail									
1. Application (Machine Name, Place to use) Sketch of machine installation									
2. Gearbox Model									
3. Gearbox Serial									
4. Order Number									
5. Starting Date / /									
6. Problem Occurring Date / /									
7. Operating Hours									
8. Problem, Situation and Background									
Regarding problem, situation and background, please fill out the space									
below or attached Trouble and Failure Report to the best of your knowledge.									
9. Request for our investigation									
(1) Special reasons and requirements									
			requireme	ents for this investigation,					
prease fr	II out the space	perow.							
(2) Due date	e for investigati	on report	•	/ /					
(3) Action for the returned gearbox									
☐ Return the gearbox in reassembled condition.									
☐ Return the gearbox in disassembled condition.									
☐ Scrap the gearbox at NTS (no need to return)									
				)					



## Trouble and Failure Report (Lubrication Leakage)

With this trouble and failure report, we can identify the cause precisely or provide support more adequately. Please fill out this form to the best of your knowledge.

Question	.1	Where is the leakage	occuring?			
	1	Output shaft oil seal	② Input shaft oil seal	③ Output shaft fac	се	
	4	Other(		) ⑤ Unknown		
Question.2		How severe is the lea	akage?			
	1	Slight oozing ② dro	pping ③ Large leak	age		
	Lea	ıkage rate (		)		
Question	.3	What is the gearbox	case temperature and the	e ambient temperatu	re?	
	Am	bient temperature(	degree C,	degree F)		
	Gea	arbox case temperatur	re ( degree C,	degree F)		
Question	.4	Is the gearbox expos	ed to any particulates? If	Yes, what is the prt	icula	ites?
	1	No ② Yes (				)
Question	.5	What lubricant are yo	u using?			
	1)	Vigo grease RE0 (2	2) Moly white RE00 3	Other(	)	4 Unknown
Question	.6	How the oil seal shifts	ed or come off?			
	1	Shifted ② Came o	off ③ Unknown			
Question	.7	Have you changed the	e lubricant befere? If Yes	, when?		
	1	No ② Yes(	befere the leak)	③ Unknown		
Question	.8	If you noticed anythin	g else, please inform us.			
	(					)